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ABC APPLICATION USER SATISFACTION ANALYSIS WITH APPROACH END USER COMPUTING SATISFACTION (EUCS)

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Abstract: This study aims to examine the effect of ABC application user satisfaction levels using the End User Computing Satisfaction method. The independent variables in this study are content, accuracy, format, ease of use, timeliness, while the dependent variable is user satisfaction. This research is a quantitative study using primary data and secondary data. The population in this study were all ABC application user with sample amounted to 100 respondents. Collecting data through the distribution of online questionnaires with a google form. The method of analysis used in testing the hypothesis is multiple linear regression analysis. The results showed that the variables of content, accuracy, format, ease of use, timeliness partially had a significant positive effect on user satisfaction of the ABC application, and simultaneously variable content.

Keywords: End User, Computing Satisfaction, User Satiscation

INTRODUCTION

Advances in science and technology have had a very significant impact on people's lives and behavior. To get maximum value, a company must develop an information technology system that allows the public to have the opportunity to interact and take advantage of the information technology system. In the era of the industrial revolution 4.0, people want activities to be more efficient, easy, and comfortable. According to Simarmata et al., (2020) Information technology in a narrow view describes the technological side of an information technology, such as hardware, software, databases, networks, and other equipment. In a broader concept, information technology describes a collection of information technology, users, and management for the entire organization. Companies that follow technological developments can be seen from the application of information systems used by these companies. The information system is implemented by the company as a support for the company's business activities. This is what makes information technology considerations continue to be developed and used in various fields. Likewise, government agencies in the field of transportation benefit greatly from the presence of advanced information technology.

In the field of transportation, user evaluation of a product or service is not only good service, but also lies in supporting facilities, where users get convenience and speed in interacting and overall satisfaction with transportation services. So we need a system that can meet all needs with efficiency and practicality. Companies or government agencies provide services that are tailored to the needs of users in line with technological developments and lifestyles.

According to Bawadi et al (2019), to maintain the ease of use of a system, it is necessary to improve the quality of service. One of the ways to improve the quality of these services can be assessed from the satisfaction of system or application users. Based on research conducted by Bawardi et al., (2019), Nurosyidi (2018), Ariyantini (2017), Darwi & Efrizon (2019),

Sugandi & Halim (2020) as supporters that assessing satisfaction is important for the sustainability of an application system.

Method *End User Computing Satisfaction* (EUCS) is a method for measuring the level of satisfaction of users of an application system. According to Doll & Torkzadeh (1988) in designing an instrument to measure satisfaction *End User Computing Satisfaction* (EUCS) includes 5 dimensions consisting of content, measuring user satisfaction in terms of the content of a system. The content of the system is usually in the form of functions and modules used by system users and also information generated by the system. Accuracy, user satisfaction from the content of data accuracy when the system receives input and then processes it into information. Form (*format*), measuring user satisfaction in terms of the appearance of the application program itself. User convenience (*ease of use*), user satisfaction in terms of user convenience or user friendly in using the system such as the process of entering data, processing data and finding the required information. Punctuality (*timeliness*), which measures user satisfaction in terms of the timeliness of the system in presenting or providing information data needed by users.

The ABC application has actually been started in 2016 but is not yet perfect. Agency cooperates with a third party, namely *developer* in realizing the ABC Application. In 2019 just released in *playstore* and *appstore.*This application has been downloaded by 10,000 people. This application aims to make it easier for the public, especially bus rapid transportation (BRT) passengers. The ABC application functions to find out which ABC buses are near the user, provides route information for each corridor along with the buses that are currently operating, shelters that are close to the user, as well as guides for getting on and off which shelter the user will go to.

In the implementation of using the ABC application, there were several complaints from users. Based on interviews with general staff, out of 438 user reviews, there were 20% of users who submitted complaints. These user complaints include 3% regarding the interface on the application that is difficult to understand, 4% about application features, 6% about interference with the application, and 7% regarding the inaccuracy of GPS accuracy with the point of presence of routes, bus positions, bus stops on the application. The existence of several complaints will affect the satisfaction of ABC application users.

The purpose of this study was to determine the effect of the content variable (*content*) on the satisfaction of users of the ABC application information system, the effect of the accuracy variable on user satisfaction of ABC application information systems, the effect of form variables (*format*) on the satisfaction of users of the ABC application information system, the effect of the user convenience variable (*ease of use*) on the satisfaction of users of the ABC application information system, the effect of the timeliness variable (*timeliness*) on the satisfaction of users of the ABC application information system, and the effect of all dimensions of user satisfaction together on the satisfaction of users of the ABC application information system.

METHOD FRAMEWORK

In conducting research to analyze the effect of user satisfaction on information systems, the following framework is made in figure 1.

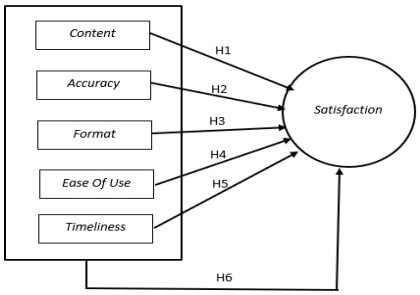

Figure 1 Thinking Framework
Source: EUCS WJ Doll and Torkzadeh model, processed 2021.

Stages of Research Implementation

The stages of research implementation contain the process flow of the research which is depicted in figure 2.

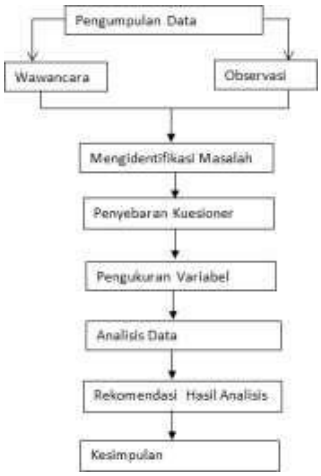

Figure 2 Research Framework
Source: Processed data, 2021

Population and Sample

The population in this study were users of the ABC application, which amounted to 10,000 users (based on interviews with the general section). The sample is part of the number and characteristics possessed by the population (Sugiyono, 2014). Determination of the formula used to calculate the number of samples in this study by using the Slovin formula, as follows:

$$n = \frac{N}{1 + N(e)^2}$$

n = number of samples
N = number of population
e = percentage of error in sampling that is still tolerated, for example 10% 1 = constant number
The population of ABC application users has been known, which is 10,000 so that the number of samples can be searched by the following calculations:

$$n = \frac{10{,}000}{1 + 10{,}000 \times (0{,}1)2}$$

So, based on these calculations, the sample used as a research reference was 99 respondents or rounded up to 100 respondents.

Sampling Technique

The sampling technique used in this research is the method*non-probability sampling*by sampling method*accidental sampling.Accidental sampling*is a sampling technique based on anyone who happens to meet a researcher who can be used as a sample and is suitable as a data source (Sugiyono, 2014). The sample used in this study were users of the ABC application. The criteria chosen by the researchers are ABC or BRT bus passengers, ABC application users.

Method of collecting data

Methods of data collection is done by means of observation, interviews and questionnaires. Observations were made by observing, using the ABC application, and boarding the ABC bus on Friday, July 23, 2021 with the destination Ono – Polines, then Polines-Ngaliyan. Interviews were conducted to the general and planning divisions of Agency. The results of the interviews obtained data about the general description of Agency, the general description of the ABC application, the number of users of the ABC application, the constraints on the application. Questionnaire is a data collection technique that is carried out by providing a written list of questions to respondents to answer (Sugiyono, 2014). Questionnaires were distributed to determine user perceptions of ABC application satisfaction. In this study using a Likert scale. The Likert scale is used to measure attitudes, opinions,

Research methods

The approach used in this research is descriptive quantitative research. Descriptive quantitative research is research that aims to explain existing phenomena by using numbers to describe the characteristics of individuals or groups (Syamsuddin & Damayanti, 2011). The results of this study are presented in the form of numerical data and provide an objective description of the actual state of the object under study.

The primary data in this study were obtained from respondents directly through a questionnaire regarding user satisfaction with the ABC application. The questionnaire in this study consisted of 17statements covering the variablescontent, accurancy, format, ease of use, timeliness.

This study uses five independent variables and one dependent variable according to the research model of Doll & Torkzadeh (1988). The independent variable consists of X1 = Contents (content), X2= Shape (format), X3= Accuracy (accuracy), X4= Ease of use (ease of use), and X5= Punctuality (timelines). While the dependent variable is Y = Satisfaction users (user satisfaction). The data obtained from the questionnaire results will be analyzed using the Statistical Package for the Social Sciences test tool for the IBM SPSS 25 application. In this analysis process, instrument testing (validity test, reliability test), classical assumption test (normality test, heteroscedasticity test, multicollinearity test will be carried out).) and hypothesis testing (multiple linear regression test, t test, f test, coefficient of determination test).

RESULTS AND ANALYSIS

The results and discussion contain answers to research questions, presented in the form of a discussion/dialogue.

Instrument Testing

The instrument testing in this study was carried out with two tests, namely the validity test and thereliability test.

Validity Test

A questionnaire is said to be valid if the questionnaire questions are able to reveal something that will be measured by the questionnaire (Ghozali, 2016). The significance test was carried out by comparing the calculated r value with r table for *degrees of freedom*(df) =

n-2, n is the number of samples. If r count > r table and a positive value, the questionnaire indicator is said to be valid or if the significance value is < 0.05, then the question can be said to be valid. In this study n = 25, so df = n– 2 = 23, with a significance level of 0.05, we get r table of 0.3365. Based on the tests carried out, the results of the validity of each statement item can be found in table 1 below:

Table 1
Validity Test Results

Variable	r	r table	Sig.	Validity
Content (X1)				
X1.1	0.882	0.3365	0.000	Valid
X1.2	0.937	0.3365	0.000	Valid
X1.3	0.868	0.3365	0.000	Valid
X1.4	0.875	0.3365	0.000	Valid
Accuracy (X2)				
X2.1	0.944	0.3365	0.000	Valid
X2.2	0.916	0.3365	0.000	Valid
Format (X3)				
X3.1	0.885	0.3365	0.000	Valid
X3.2	0.868	0.3365	0.000	Valid
Ease of Use (X4)				
X4.1	0.891	0.3365	0.000	Valid
X4.2	0.843	0.3365	0.000	Valid
Timeliness (X5)				
X5.1	0.958	0.3365	0.000	Valid
X5.2	0.945	0.3365	0.000	Valid
Satisfaction (Y)				
Y.1	0.871	0.3365	0.000	Valid
Y.2	0.938	0.3365	0.000	Valid
Y.3	0.923	0.3365	0.000	Valid
Y.4	0.952	0.3365	0.000	Valid
Y.5	0.936	0.3365	0.000	Valid

Source: Primary Data Processed, 2021

Based on table 1, the results of the validity test show that all items from each variable have r count greater than r table and the significance value < 0.05. Thus, all the questions on the questionnaire can be declared valid.

Reliability Test

Reliability test aims to ensure an instrument used in research has a level of consistency and can be trusted. Reliability tests were carried out on questions or statements that were already valid. The construct is declared reliable if the composite reliability and Cronbach alpha values are above 0.60 (Ghozali, 2013).

Table 2
Reliability Test Results

Variable	*Cronbach's Alpha*	Value	Reliability
Content (X1)	0.912	0.6	Reliable
Accuracy (X2)	0.836	0.6	Reliable
Format (X3)	0.697	0.6	Reliable
Ease of Use (X4)	0.667	0.6	Reliable
Timeliness (X5)	0.891	0.6	Reliable
Satisfaction (Y)	0.953	0.6	Reliable

Source: Primary Data Processed, 2021

From the reliability test in table 2 shows that the variable Content, Accuracy, Format, Ease of Use, Timeliness, and Satisfaction have value *Cronbach's Alpha* greater than 0.6, which means that this instrument is reliable to be used as a measuring tool.

Classical Assumption Test

The classical assumption test in this study includes the normality test, heteroscedasticity test, and multicoloniarity test as a condition for performing multiple linear regression tests.

Data Normality Test

The normality test aims to test whether in the regression model, the dependent and independent variables both have a normal distribution or not (Ghozali, 2016). If the variables are not normally distributed, the statistical test results will decrease. The analytical tool used in this study is a non- parametric statistical test *Kolmogorov-smirnov*. Based on the tests carried out, the results of the normality test can be seen in table 3 below:

Table 3
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		100
Normal Parameters a,b	mean	, 0000000
	Std. Deviation	1.91913687
most Extreme Differences	Absolute	0.076
	Positive	0.076
	negative	- 0.070
Test Statistics		0.076
asymp. Sig. (2-tailed)		0.168

Source: Primary Data Processed, 2021

Based on the table *One-Sample KS Test* above shows that the value of *Kolmogorov-Smirnov* Z is .076 with significance at 0.168. This means that the residual data is normally distributed because the significance value is greater than 0.05, which is 0.168. So that the results obtained that with non-parametric statistical tests *Kolmogorov-Smirnov* shows that the regression model is feasible to use because it meets the assumption of normality or is normally distributed.

Heteroscedasticity Test

Heteroscedasticity test aims to test whether in a regression model there is an inequality of variance from the residuals of one observation to another observation. If the variance is different, it is called heteroscedasticity. A good regression model is one with homoscedasticity

or no heteroscedasticity (Ghozali, 2016). To detect the presence of heteroscedasticity by using the glejser test and scatterplot. The Glejser test is carried out by regressing the independent variable with the absolute value of the residual. If the significance value between the independent variable and the absolute residual is > 0.05, then there is no heteroscedasticity (Ghozali, 2016). In addition to the glejser test, to determine whether there are symptoms of heteroscedasticity by looking at the graph plot between the predictive value of the dependent variable, namely ZPRED and the residual SRESID. If there is a certain pattern such as dots that form a regular pattern, it indicates that heteroscedasticity has occurred. On the other hand, if there is no clear pattern and the points spread above and below 0 on the Y axis, then there is no heteroscedasticity. Based on the tests carried out,

Table 4
Test ResultsGlacier

Model	Unstandardized Coefficients		Standardized Coefficient	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	0.839	0.438		1,915	0.059
Content	0.102	0.065	0.331	1,573	0.119
Accuracy	- 0.154	0.142	- 0.273	- 1.081	0.282
Format	0.151	0.112	0.272	1.35	0.180
Ease of Use	- 0.205	0.118	- 0.364	- 1,734	0.086
Timeliness	0.088	0.12	0.161	0.734	0.465

Source: Primary Data Processed, 2021

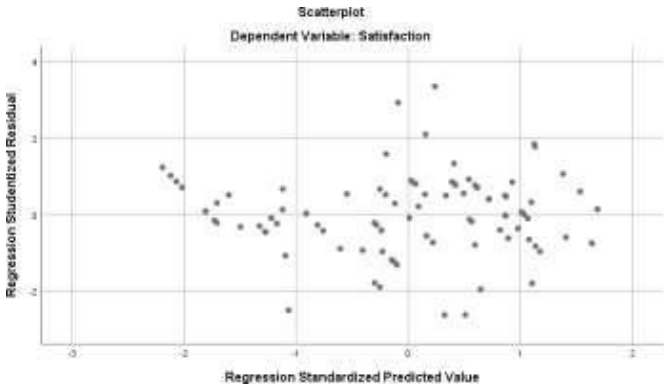

Figure 3
Scatterplot
Source: Primary Data Processed, 2021

From the graph *scatterplot* in Figure 3 it can be seen that the points spread randomly and are spread both above and below the number 0 on the Y axis, so the results of this heteroscedasticity test result that there is no heteroscedasticity in the regression model, so the regression model is feasible to use to predict user satisfaction based on variables Content, Accuracy, Format, Ease Of Use, and Timeliness.

Multicollinearity Test

According to Ghozali (2016), the multicollinearity test aims to test whether the regression model finds a correlation between the independent (independent) variables. A good regression model should not have a correlation between the independent variables. To determine the presence or absence of multicollinearity in the regression model is to interpret the tolerance value and its opposite Variance Inflation Factor (VIF). These two measures indicate which of

each independent variable is explained by the other independent variables. Tolerance measures the variability of the selected independent variable that is not explained by other independent variables. If the value of *tolerance* greater than 0.10 or equal to VIF less than 10, it can be concluded that the data is free from multicollinearity symptoms. Based on the tests carried out, it can be seen in table 5.

Table 5
Multicollinearity Test Results

Variable	Collinearity Statistics	
	Tolerance	VIF
Content(X1)	0.222	4,500
Accuracy(X2)	0.154	6,489
Format(X3)	0.243	4,122
Ease of Use(X4)	0.223	4,480
Timeliness(X5)	0.205	4,871

Source: Primary Data Processed, 2021

From the results of the multicollinearity test, it can be concluded that there is no independent variable that has a value *tolerance* less than 0.10 which means the value of *tolerance* more than 0.10 so there is no correlation between variables. Likewise, the results from the VIF show the same thing that there is no single independent variable that has a VIF value of more than 10 which means the VIF value is less than 10, so it can be concluded that the data is free from the symptoms of multicollinearity between the independent variables in the regression model.

Hypothesis Testing

Hypothesis testing in this study was carried out with four tests, namely multiple linear regression test, t test, F test, and coefficient of determination test.

Multiple Linear Regression Test

Based on the classical assumption test of the data that has been done that the data used in the regression equation is normally distributed, there is no heteroscedasticity, there are no symptoms of multicollinearity so that it meets the requirements to perform multiple linear regression analysis properly. Multiple linear analysis method was used to test the effect between Content, Accuracy, Format, Ease of Use and Timeliness to Satisfaction ABC application users.

Based on the tests carried out, the results of multiple linear regression analysis can be seen in table 6.

Table 6
Multiple Linear Regression Test Results

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	- 2.854	0.689		- 4.145	0.000
	Content	0.288	0.101	0.198	2,836	0.006
	Accuracy	0.594	0.224	0.223	2,658	0.009
	Format	0.579	0.175	0.221	3,307	0.001
	Ease of Use	0.598	0.186	0.225	3,221	0.002
	Timeliness	0.413	0.189	0.159	2,182	0.032

Source: Processed Primary Data, 2021

Dependent Variable *Satisfaction* (Y) So that the regression equation model is obtained as follows:

Y = -2.854 + 0.288 X1 + 0.594 X2 + 0.579 X3 + 0.598 X4 + 0.413 X5

From the regression equation it can be explained that:

The equation shows the direction of the influence of the variable Content, Accuracy, Format, Ease of Use and Timeliness. The multiple linear regression equation above can be explained as:

a. Constant Value Satisfaction of -2.854 which states if the variables X1, X2, X3, X4, X5 are equal to zero, Content, Accuracy, Format, Ease of Use and Timeliness and Satisfaction is -2.854.
b. Variable regression coefficient Content (X1) of 0.288 which means that every time there is an increase in the X1 (Content) of 1% then customer satisfaction increased by 0.288 (28.8%). A positive coefficient means an increase in Content (X1) will result in an increase in Satisfaction(Y).
c. Variable regression coefficient Accuracy (X2) of 0.594 which means that every time there is an increase in the X2 (Accuracy) is 1% then Satisfaction increased by 0.594 (59.4%). A positive coefficient means an increase in Accuracy(X2) will result in an increase in Satisfaction (Y).
d. Variable regression coefficient Format(X3) of 0.579 which means that every time there is an increase in the X3 (Format) is 1% then Satisfaction increased by 0.579 (57.9%). A positive coefficient means an increase in Format(X3) will result in an increase in Satisfaction (Y).
e. Variable regression coefficient Ease of Use (X4) of 0.598 which means that every time there is an increase in the X4 (Ease of Use) is 1% then Satisfaction increased by 0.598 (59.8%). A positive coefficient means an increase in Ease of Use (X4) will result in an increase in Satisfaction (Y).
f. Variable regression coefficient Timeliness (X5) of 0.413 which means that every time there is an increase in the X5 variable (Timeliness) is 1% then Satisfaction increased by 0.413 (41.3%). A positive coefficient means an increase in Timeliness (X5) will result in an increase in Satisfaction (Y).

t Test

The t-test was used to determine how much influence the independent variable had partially on the dependent variable. This test is carried out with a significance = 0.05 and compares the value of t count and t table. Decision making is determined as follows:

a. If the value of t count > t table or significance < 0.05 then the partial hypothesis is accepted.
b. If t count< t table or significance > 0.05 then the partial hypothesis is rejected.

The partial effect of each independent variable is *Content, Accuracy, Format, Ease of Use, Timeliness* on the satisfaction of ABC application users can be seen in table 7.

Table 7
t Test Results

Model	Unstandardized Coefficients	t	Sig.	Results
	B			
1 (Constant)	- 2.854	- 4.145	0.000	Received
Content	0.288	2,836	0.006	Received
Accuracy	0.594	2,658	0.009	Received
Format	0.579	3,307	0.001	Received
Ease of Use	0.598	3,221	0.002	Received
Timeliness	0.413	2,182	0.032	Received

Source: Primary Data Processed, 2021

The significance level used in this study is 5% or 0.05, while the t value table obtained from a one- way test, namely by looking for the distribution table at = 0.05 and degrees of freedom (df) = nk-1, so df = 100-5-1 = 94 (n is the number of respondents and k is the number of independent variables) , then we get the result for t tableof 1.66123. From table 7 the results of the t-test, it can be obtained the effect of the independent variable (X) on the dependent variable (Y) as follows.

1. Testing the content variable hypothesis (content) generated by the ABC application system has a positive effect on user satisfaction of the ABC application (H1)

Based on the results of the tests that have been carried out above, it shows that the significance level is 0.006 <0.05 and the value of t count > t table(2.836 > 1.661), based on the test criteria if t count > t table or significance <0.05 then the partial hypothesis is accepted, so it can be concluded that the Content variable (Content) (X1) generated by the ABC application system has a significant positive effect on user satisfaction of the ABC application (Y). Therefore, the hypothesis H1 which states is accepted. The results of this study prove the results of previous research conducted by Indarto (2019) and Nurosyidi (2020) which stated that system content had a significant positive effect on application user satisfaction.

2. Hypothesis testing of the accuracy variable (accuracy) generated by the ABC application system has a positive effect on user satisfaction of the ABC application (H2)
Based on the results of the tests that have been carried out above, it shows that the significance level is 0.009 < 0.05 and the t value count< t table (2.658 > 1.661), based on the test criteria if tcount> ttableor significance <0.05 then the partial hypothesis is accepted, so it can be concluded that the variable accuracy (Accuracy) (X2) generated by the ABC application system has a significant positive effect on user satisfaction of the ABC application (Y).
Therefore, the hypothesis H2 which states is accepted.

The results of this study prove the results of previous studies conducted by Nurosyidi (2020), Sari & Hadi (2021), Fujianto (2019) which stated that the accuracy (accuracy) the system has a significant positive effect on application user satisfaction.

3. Testing the form variable hypothesis (format) generated by the ABC application system has a positive effect on user satisfaction of the ABC application (H3)

Based on the results of the tests that have been carried out above, it shows that the significance level is 0.001 < 0.05 and the value of t count> t table(3.307 > 1.661), based on the test criteria if tcount> ttableor significance < 0.05 then the partial hypothesis is accepted, so it

can be concluded that the form variable (Format) (X3) generated by the ABC application system has a significant positive effect on user satisfaction of the ABC application (Y). Therefore, the hypothesis H3 which states is accepted.

The results of this study prove the results of previous research conducted by Indarto (2019) and Munap et al., (2018) which stated that the form variable format has a significant positive effect on user satisfaction.

4. Hypothesis testing of user convenience variables (ease of use) generated by the ABC application system has a positive effect on ABC user satisfaction (H4)

Based on the results of the tests that have been carried out above, it shows that the significance level is 0.002 < 0.05 and the t value count > t table (3.221 > 1.661), based on the test criteria if tcount > t tableor significance <0.05 then the partial hypothesis is accepted, so it can be concluded that the User Ease of Ease of Use) (X4) generated by the ABC application system has a significant positive effect on user satisfaction of the ABC application (Y). Therefore, hypothesis H4 is accepted.

The results of this study prove the results of previous research conducted by Indarto (2019) and Nurosyidi (2020) which stated that the user convenience variable (easy of use) has a significant positive effect on user satisfaction.

5. Testing the hypothesis of timeliness variable (timeliness) generated by the ABC application system has a positive effect on ABC user satisfaction (H5)

Based on the results of the tests that have been carried out above, it shows that the significance level is 0.032 < 0.05 and the value of t count > t table(2.182 > 1.661), based on the test criteria if t count> t tableor significance <0.05 then the partial hypothesis is accepted, so it can be concluded that the variable Time (Timeliness) (X5) generated by the ABC application system has a significant positive effect on user satisfaction of the ABC application (Y). Therefore, the hypothesis H5 which states is accepted.

The results of this study prove the results of previous studies conducted by Sari & Hadi (2021), Munap et al., (2018), Fujianto, (2019) which stated that the timeliness variable has a significant positive effect on user satisfaction.

F . Test

The F statistical test aims to determine whether the independent (independent) variables simultaneously affect the dependent (dependent) variable (Ghozali, 2016). If F count > F table then the simultaneous hypothesis is accepted. If F count< F table then the simultaneous hypothesis is accepted.

Based on the tests carried out, the effect of Content, Accuracy, Format, Ease of Use and Timeliness to Satisfaction ABC application users can be seen from the F test results in table 8.

Table 8
F Test Results

Information	Score	Sig
F Count	165.064	0.000

Source: Primary Data Processed, 2021

Based on the F test table above, it can be used to see the effect of the independent variable (X) together on the dependent variable (Y) as follows:

The hypotheses formulated in this study are:

H6 : Variable contents (content), accuracy (accuracy), form (format), user convenience (easy of use), punctuality (timeliness) generated by the ABC application system jointly affect the satisfaction of ABC application users.

Obtained a significance level of 0.000 and the value of F count of 165.064 and the level of confidence used is 5%, F = (k; nk), F = (5; 100-5), F = (5; 95) as the coordinate point of F table, so that F . is obtained table of 2.31.

Based on the results obtained that the level of significance (0.000) <0.05 and the value of Fcount> F table(165.064 > 2.31), according to the test criteria P-value (sig) > = 0.05 or Fcount> Ftable then H6 is accepted. This means that the variable Content, Accuracy, Format, Ease of Use and Timeliness which is generated by the ABC application system together affects the satisfaction of ABC users, therefore H6 is accepted.

The results of this study are in accordance with previous research conducted by Darwi & Efrizon (2019) and Sugandi & Halim (2020) using the EUCS method which has the same result, the content variable, accuracy, format, user convenience (easy of use), punctuality (timeliness) jointly affect the satisfaction of information system users.

Coefficient of Determination Test

Test the coefficient of determination (R2) is used to determine how big the contribution of the influence given by the independent variable to the dependent variable. The value of the coefficient of determination between zero to one or 0 < R2< 1. If the value of the coefficient of determination is getting closer to number 1, the contribution of the influence given by the independent variable to the dependent variable is higher (Ghozali, 2016). The following are the results of testing the coefficient of determination in table 9 below.

Table 9
Results of the Coefficient of Determination

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	, 947a	0.898	0.892	1,970

Source: Primary Data Processed, 2021

From the table of results of the coefficient of determination (R2) obtained R2(R Square) of 0.898. This means that the ability of the independent variable or independent variable (Content (X1), Accuracy (X2), Format (X3), Ease of Use (X4) and Timeliness(X5) in explaining the dependent variable or dependent variable Satisfaction (Y)) of 89.8%, the remaining 10.1% is explained by other variables not discussed in this study.

Discussion of Research Results

Based on the results of the analysis that the variable Content (Content),Accuracy,Shape (Format), Ease of Use(Ease of Use), and Punctuality(timeliness) have a satisfaction value (Satisfaction) is high, resulting in some complaints from users. regarding the interface in the application that is difficult to understand, about application features, about interference with the application, and regarding the inaccuracy of GPS accuracy with the point where the route, bus position, bus stop on the application can be said to be still within normal limits.

CONCLUSION

Based on the test results in this study, it can be concluded that the Content Variables has a positive effect on the satisfaction of ABC application users, the variable accuracy has a positive effect on the satisfaction of ABC application users, the variable Format has a positive effect on user satisfaction of the ABC application, the variable Ease of Use has a positive effect on the satisfaction of ABC application users, the punctuality variable Timeliness has a positive

effect on the satisfaction of ABC application users, the dimensions of user satisfaction generated by the ABC application system jointly affect the satisfaction of ABC users.

Based on the research that has been done to ABC application users, although the results are good, the complaints from some users cannot be underestimated, the suggestions that need to be made are that Agency X should develop applications to maintain or increase application user satisfaction. Strategies that can be done include improving the interface on the application to make it more attractive and easy for users to understand, repairing or adding features to the application such as the ticket purchase feature in the application, notification features or marking in the application when the passenger quota on the bus has run out, fixing the application so that this does not happen. error when used, especially when you want to see the complete route. Improved the accuracy of routes, bus positions, stops on the app.

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